

# EOTSS Defined Standards

## Hardware Standards



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## Standard Hardware

The Commonwealth has moved to a “one-device” model for the standard employee technology set up. As a result of the Modern Workplace Program, most Executive Branch employees now only require one device (a laptop by default). Additionally, each employee will receive one docking station, monitor, keyboard, and mouse.

*There are, of course, still business case, accessibility and user-based exceptions to the standard set up. Please note agencies can purchase and deploy enhanced laptops, additional monitors, assistive technology, and other equipment based on demonstrated need and a written justification.*

## Laptops

### EOTSS Standard Laptop Model

#### *One (1) option*

#### HP ProBook 440

Basic model meets >85% of use-cases and is configured with:

- Core i5 CPU
- 16GB of RAM
- 256GB Solid State Drive

### EOTSS Enhanced Laptop Models

#### *Two (2) options*

#### HP ProBook 440

Enhanced model meets 10-15% of use-cases and is configured with:

- Core i7 CPU
- 32GB of RAM
- 1TB SSD

#### HP ZBook Firefly (with discrete graphics card)

Enhanced model meets high-performance use-cases such as GIS, Developer and CAD Designer/Engineer and configured with:

- Core i7 CPU
- 32GB of RAM
- 1TB SSD
- Enhanced Graphics Card

## Available Laptop Bundles

### Bundle 1

Standalone Laptop (includes device, image, asset tagging, BIOS configuration, 3-Year Next Business Day On-Site Support with Accidental Damage Protection)

### Bundle 2

Laptop with Docking Station (includes all of bundle 1 plus Docking Station, Monitor, USB Keyboard and USB Mouse)

### Bundle 3

Laptop with Dual Monitor (includes all of bundle 1 + 2 plus Dual Monitor)

## Desktops

### EOTSS Standard Desktop Models

*Two (2) options*

#### HP ProDesk 400

- Core i5 CPU
- 16GB of RAM
- 256GB SSD

#### HP EliteDesk 800 (Desktop Mini primary use for A/V)

- Core i5 CPU
- 16GB of RAM
- 256GB SSD

### EOTSS Enhanced Desktop Model

#### HP ProDesk 400

- Core i7 CPU
- 32GB of RAM
- 1TB SSD

## Available Desktop Bundles

### Bundle 1

Standalone Desktop with keyboard & mouse (includes device, image, asset tagging, BIOS configuration, 3-Year Next Business Day On-Site Support with Accidental Damage Protection)

### Bundle 2

Desktop (includes all of bundle 1 plus a Monitor)

### Bundle 3

Desktop with Dual Monitor (includes all of bundle 1 + 2 plus Dual Monitor)

## Tablets

*EOTSS standard Windows-based tablet*

### MS Surface Pro

Available Tablet Bundles: only one (1) standard configuration is currently available:

- 16 GB of RAM, Core i5 processor, 256 GB SSD (includes accidental damage protection)
- Agencies may opt to include LTE capability, however EOTSS will neither purchase nor provide the service plan on behalf of the agencies.

### Note on Apple Devices

EOTSS has standardized on Windows OS for end user computing, and iOS for mobile devices. Commonwealth-issued iOS devices are considered mobile devices and are fully managed via [Intune MDM](#). **All other Apple devices, including Macs, personal iPhones and personal iPads, are not standard and treated as BYOD devices.**

### Current Pricing and Options

For a list of the most current pricing and options available, please visit the EOTSS Product and Service Catalog on mass.gov: <https://www.mass.gov/eotss-product-and-service-catalog>

## Standard Applications and Tools

All new devices will come pre-loaded with Windows 11, Microsoft Office Pro Plus, OneDrive for Business, SharePoint and Teams (Office 2016/365 Click-to-Run requires a Microsoft M365 G3 license) – as well as other tools such as the Adobe product suite. There will continue to be business case, accessibility and user-based exceptions.

### All packages include:

- Commonwealth Standard Image (includes Windows 11 Enterprise) preloaded at the factory
- BIOS Configuration
- Asset Tagging
- 3-Year Next Business Day On-Site Support (Accidental Damage Protection Included with Laptops)

## Printing

### Enterprise Print Services

EOTSS is developing an Enterprise Print service to eliminate desktop printers, set a standard for remote printing, prioritize digital solutions, support a mobile workforce, improve business continuity, enhance security, reduce environmental impact & cost. For more information, please see our Enterprise Print Services page on mass.gov: <https://www.mass.gov/enterprise-print-services>

### Home Printing

Home printers are not included in the standard technology set up. EOTSS is currently allowing home printers on a case-by-case basis if approved by agency leadership and CIOs. However, EOTSS only supports printer set up and installation of drivers for our supported agencies (see <https://www.mass.gov/how-to/request-help-with-a-computer-problem> to find out if your agency is currently supported by EOTSS) – EOTSS will not support other printer issues such as ink and toner requests.

Staff not currently supported by EOTSS should reach out to their respective IT staff for further guidance on their agency positions with respect to home printers and support (see <https://www.mass.gov/how-to/request-help-with-a-computer-problem> for Executive Branch IT help desk contact information)

## Acceptable Use of Information Technology Policy

The Acceptable Use of Information Technology Policy details acceptable uses of information collected, managed and stored by The Commonwealth of Massachusetts. This document applies to the use of information, information systems, electronic and computing devices, applications, and network resources used to conduct business on behalf of the Commonwealth (including the below-listed mobile applications and above-listed Commonwealth devices). Please see the [Acceptable Use of Information Technology Policy](#) for more information.

## Out of Scope

EOTSS will not provide or support:

- Constituent Calls
- Non-Standard Hardware:
  - Apple/MAC Devices (treated as BYOD)
    - EXCEPT Commonwealth-issued iPhones/iPads (see [\*Note on Apple Devices\*](#) above)
  - Wireless Mice and Keyboards
  - Web cameras
  - Headsets
  - Specialized/non-Commodity hardware
    - X-Ray Machines
    - Facilities Monitoring System
    - Fisheries Monitoring System
  - Local/Desktop printers and/or scanners
  - CD/DVD or other optical drives
    - Agencies may purchase an external USB optical drive via ITC47 or other Statewide Contract at their own discretion and expense.
  - External hard drives
- LTE capability for tablets
- Home setup: please note that, beyond the standard technology setup, EOTSS does not provide additional equipment for home office use or provide support for home wi-fi, routers, or personal devices (with the exception of certain equipment exceptions and Commonwealth systems accessed via personal devices).

## Helpful Links

### *Printing*

Enterprise Print Services

<https://www.mass.gov/enterprise-print-services>

### *Mobile Device Management*

Commonwealth MDM & MAM

<https://www.mass.gov/guides/commonwealth-mdm-mam>

### *Products & Services*

EOTSS Product & Service Catalog

<https://www.mass.gov/eotss-product-and-service-catalog>

## Support

### *EOTSS End User Support*

Request IT support or services

<https://www.mass.gov/how-to/request-it-support-or-services>

### *ServiceNow*

ServiceNow Portal

<https://massgov.service-now.com/sp>

Helpful information on our ServiceNow ticketing platform:

<https://www.mass.gov/servicenow>

## Document History

Version	Author/Editor	Reason for Change	Date
1.0	Jessica Powers	Initial Document	September 2020
2.0	Jessica Powers	Revisions	April 2021
3.0	Jessica Powers	Revisions (updated broken links)	May 2021
4.0	Jessica Powers	Revisions (added “VLC media player” to “Allowlist; available via Software Center” category)	August 2021
5.0	Jessica Powers	Revisions (updates to laptop standard and enhanced devices, all software lists) reflecting the current standards offered by EOTSS	February 2023
6.0		Separated Hardware and Software standards; updated products and services	June 2023